

# Enterprise Incident Report May 2011

As of 6/1/2011

**Governor's Office**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - First Contact Resolution**

Customer Company	High	Low	FCR Total
Governor's Office	1	16	17
	1	5	6
<b>Customer Company Total</b>	1	16	17
	1	5	6

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	High	Low	MIR Total
Governor's Office	1 0	16 0	17 0
Customer Company Total	1 0	16 0	17 0

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	High	Low	ATTIR Total
Governor's Office	1 0.00	16 0.21	17 0.20
<b>Customer Company Total</b>	1 0.00	16 0.21	17 0.20

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Resolution**

Customer Company	High	Low	MR Total
Governor's Office	1 0	16 2	17 2
Customer Company Total	1 0	16 2	17 2

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	High	Low	ATTR Total
Governor's Office	1 0.00	16 8.40	17 7.91
<b>Customer Company Total</b>	1 0.00	16 8.40	17 7.91

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## Detail

<b>INC000000299818</b>	Kelsey Garner Application Services	Application Tony Larsen	Error Governor's Office	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.99 109.98
<b>INC000000314723</b>	Joanne Slotnik Application Services	Application Martin Gonzalez	None Governor's Office	Proofpoint Email Security Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000314821</b>	Colene Tucker Capitol Desktop Support	Application Chad Poll	None Governor's Office	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000318322</b>	Chris Tallackson Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 3.35
<b>INC000000318818</b>	Justin Lee Capitol Desktop Support	Application Chad Poll	Error Governor's Office	Microsoft PowerPoint High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000319300</b>	Samantha Julian Metro B Desktop Support	PC/Laptop Bill Crowther	Performance Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 4.12
<b>INC000000320209</b>	Deborah Boren Application Services	Application Tony Larsen	Error Governor's Office	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.78 15.81
<b>INC000000320278</b>	Gerardo Zepeda-Bermudez Metro A Desktop Support	None Burton Brown	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000320433</b>	Chris Tallackson Metro B Desktop Support	PC/Laptop Bill Crowther	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
<b>INC000000320607</b>	Alex Dalpe-Charron Voice Operations	Telecom Annette Nielsen	Voice Mail Governor's Office	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.12
<b>INC000000320677</b>	Jacey Skinner Capitol Desktop Support	Application Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000320788</b>	Patsy Buchi Voice Operations	Telecom Lois Schow	Feature Governor's Office	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.60
<b>INC000000321037</b>	Smith Monson Capitol Desktop Support	Application Chad Poll	Password Governor's Office	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
<b>INC000000322279</b>	Deborah Boren Help Desk	Network Brenda Treadway	Password Governor's Office	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000322764</b>	Briant Smith Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000322889</b>	Christine Osborne Capitol Desktop Support	None Chad Poll	None Governor's Office	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000323035	Bruce Miya	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00